

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

SUPERVISING FIELD REPRESENTATIVE

DEFINITION:

Under direction, to supervise field representatives engaged in enforcing and securing compliance with applicable codes and regulations, or investigating and resolving complaints and inquiries regarding City services; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Plans, directs, and supervises field investigative activities involving consumer complaints;
- Performs enforcement of City ordinances, and community liaison;
- Plans and coordinates the daily work of staff;
- Receives complaints from citizens;
- Answers public inquiries and schedules necessary field investigations;
- Resolves the more difficult and complicated cases;
- Maintains records of field and office activities;
- Arranges follow-up investigations as required;
- Prepares correspondence and reports;
- establishes work priorities;
- Trains and rates the work performance of subordinates.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Two years of experience as a Field Representative with the City of San Diego; **OR** two years of public contact work which must include the enforcement of codes and regulations, and the investigation and resolution of citizen inquiries and complaints. Possession of a valid California Class C Driver's License.

NOTE: Supervising Field Representatives will be required to bend, stoop, and walk for extended periods of time, and carry items weighing up 20 pounds.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.